BSA Response & Recovery Agenda

Software and cloud-based services are part of the solution for governments and businesses to help communities respond to and recover from the pandemic. BSA's Response & Recovery Agenda advocates government policies that power the remote economy, maximize public health and safety, and maintain essential functions that people all over the world depend on for critical business and personal needs.

Responding to the Pandemic

The COVID-19 outbreak has put enormous pressure on operations across sectors, posing unprecedented challenges to public health providers, governments, educators, social service organizations, small businesses, and many others. An effective government response should ensure continuity and mitigate public health and economic crises, by:

Ensuring that IT services remain available by identifying IT workers as essential during any stay-at-home orders.

Helping businesses sustain software and cloud services for continued business and government operations.

Maintaining and promoting strong privacy and cybersecurity practices, and by supporting robust incident response capacity.

Removing impediments to remote services, such as quotas and customs duties.

Recovering From the Pandemic

As we plan for the recovery from the COVID-19 outbreak, governments should build more resilient and flexible economies based on the following principles that ensure government operations, businesses, and individuals are better prepared in the long term.

Advancing universal, affordable, and secure high-speed Internet access, including by:

» Expanding broadband access; and

» Deploying and securing 5G networks.

Removing barriers to cross-border collaboration to advance remote health, work, and education, including by:

» Allowing cross-border data transfers to optimize workforce health, safety, and productivity;

» Promoting cross-border connectivity to help keep economies and employers competitive;

» Maintaining a secure, reliable, and predictable ICT supply chain; and

» Growing the size of the digital economy.

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Promoting responsible migration to advanced cloud services, including by:

» Leading by example in cloud adoption and IT modernization;

» Establishing clear, accessible security guidance for cloud migration;

» Enforcing clear, consistent privacy standards;

» Modernizing regulations to facilitate cloud adoption; and

» Supporting interoperability and portability.

Transforming the global workforce, including by:

» Improving access to STEM education;

» Leveraging technology for workforce development across industries;

» Removing obstacles in education systems that prevent short, flexible pathways from classroom to work;

» Supporting new approaches to workforce training, re-training, and upskilling;

» Helping industries adopt technologies that facilitate remote work and collaboration, and make them more resilient to future disruption; and

» Promoting smart long-term remote work policies.

Using software and cloud services can improve the ability of employees to collaborate, companies to reach consumers, and governments to reach citizens in a secure and efficient manner.

BSA's Response & Recovery Agenda identifies the policy priorities and strategic initiatives that will enable governments and their citizens to prepare for and implement increased remote working, resilient education systems, and other remote-based activities.

COVID-19 has initiated a massive and urgent transformation in workplaces of millions of people around the world, driving the expansion of remote working and online collaboration to enable businesses to continue operations. For some, this transition will be temporary; others will join the accelerating long-term trend toward remote work.

To meet the needs of our rapidly evolving economy, policymakers must act now to respond to current demands and pave the way to a more agile, connected, dynamic future.